

PAC-R-261

Correspondence 3.7  
Meeting – 02/02/2012



53 Glasnevin Hill,  
Glasnevin Village,  
Dublin 9  
Jan17th2012

Dear Mr. McGuinness,

I wish to bring a complaint to you on behalf of bus users and taxpayers in Glasnevin. In spite of a petition signed by 13,500 people, a detailed submission outlining the consequences, twelve street protests, backing of all local councillors and some T.D's Dublin Bus scrapped the 19 bus route on August 27<sup>th</sup> 2011. It was not replaced by anything, The fallout in Glasnevin has been catastrophic for travellers. We have no Luas or DART and there is a high rate of dependency on the bus. There was no real consultation with the community about their needs. The campaign has been in force since June last.

In the Tolka region 12 bus stops were decommissioned and many elderly are housebound. Their connectivity with hospitals and health centres, shops, post offices and social outlets such as the Active Retirement Association has been cut and they feel isolated and discarded. Some now draw on savings to get a taxi to the Warfarin Clinic in the Mater and to local shops. Many are feeble and have difficulty carrying shopping. A large number of these people will bring a complaint to the European Court of Human Rights against Dublin Bus, The NTA and Leo Varadkar for removing their mobility in the community.

Since Sept significant number of workers have been distressed on the morning bus because they are late again due to the unreliability of the 83 bus and it's lack of capacity. I have witnessed many phone rows where the employee had to get off the bus and get a taxi to work to placate an irate boss. Many times workers have been crying on the bus knowing that their job is in jeopardy.

There are five schools in the Glasnevin district and parents are frantic about the safety of their children who have no alternative but to walk home after school. Some parents leave their workplace to escort their children home safely.

All businesses have reported a lessening of activity in the retail as the customers are confined to their houses.

Dublin Bus has treated the campaign to save the 19 with contempt. We had two meetings back in Oct with Donal Keating and Ray Coyne. They did not meet the commitments of those meetings. They will not dialogue with us about the needs of the community. The bus drivers were embarrassed by the actions of the managers, Paddy Doherty, Donal Keating and Ray Coyne. Three council areas have condemned Dublin Bus for abolishing the 19. Taxpayer's money was used to give lump sums to get rid of the drivers of the 19. Last week a newspaper reported that Dublin Bus spent 11 million euro on brand new buses and yet in Glasnevin we have nothing but an unaccessible, unreliable, and unacceptable bus, the 83. This is appalling for the Glasnevin taxpayer. Dublin Bus is hiding the level of complaints. The replies are inadequate and insulting to most people.

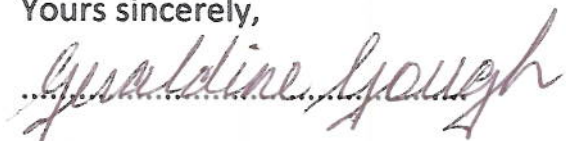
About one hundred people in the community are actively concerned for the elderly losing their mobility, workers in fear of losing their jobs, children's safety walking home from school and retailers losing their livelihood.

The behaviour of Dublin Bus, a public funded body, is callous, dismissive, manipulative and unacceptable in a democracy. The simple travel needs of people in Glasnevin have been ignored. Many feel that priority has been given to the southside and areas that have other options in public travel.

Dublin Bus must be answerable to someone for the hardship and misery caused in Glasnevin.

Please prioritise this issue as the elderly are getting increasingly dejected and depressed. So too are the workers the retailers and the parents of all the schoolchildren in my community. One elderly man says that this is worse than the war years-"At least then we still had the 19!"

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Geraldine Gough', written in a cursive style.

Geraldine Gough, B.Soc.Sc.N.T.(mobile 08799781546)